

KIDSCARE ELIGIBILITY DETERMINATION

Request for Proposal (RFP) YH07-0044

QUESTION AND RESPONSE FORM - Round 5

Question #	Section	Paragraph #	Page #	Question	Response
1	Scope of Work	3.13	10	What percentage of HEA applications are not automatically registered in ACE?	See responses to questions 2 and 3 below.
2	Scope of Work	3.1.3, para. 2	10	What percentage of HEA applications bypass the registration process?	On an average more than 50% are pended due to a partial match in the duplicate check.
3	Scope of Work	3.1.3, para. 2	10	What are the registration bypass criteria?	ACE performs a duplicate check on each individual that is on the Health-e-Arizona (HEA) application and in the household. If there is not an exact match on the individual or household then the case will not be auto registered. It will go to a pending screen within ACE for additional research by the Contractor. We also check if the person is currently active in ACE and for what kind of eligibility. If they are currently active, the case will not be auto registered. It will go to the bypass tab.
4	Scope of Work	3.1.4, para. 5	12	How many cases are pended each month?	On an average there are 30 to 50 cases a day that are sent to AHCCCS from DES as KidsCare referrals. There is a spike around the 23rd day of the month which is a couple of hundred cases. An average of about 45% of these cases pend. The pended cases require manual research in the ACE system to validate if the information should be added to an existing case or if a new case should be created. Once this has been determined, then there is a button that allows the information to systematically be added to ACE. It is not necessary to manually add these cases to ACE.
5	Scope of Work	3.2, para. 2	12	Can the Contractor presume eligibility in the absence of updated information from the family?	No.
6	Scope of Work	5.3, para. 2	15	What average monthly mail volume is AHCCCS experience in 200, by mail type, for which the Contractor will be responsible?	See responses to Round 1, question 5 and Round 2, question 36.
7	Scope of Work	6.1 & 6.2	16	What has been the average monthly volume of complaints and appeals in 2007?	For information on number of appeals see Bidder's Library under Statistics. AHCCCSA does not separately track complaints related to KidsCare.
8	Scope of Work	7.0	18	Is the wait time determined by the time it takes to reach an AVR/IVR for automated service or to reach a CSR?	To reach a CSR.
9	Scope of Work	7.0	18	Is this rate (abandonment rate) calculated after reaching a CSR and being put on hold or after entering the queue but before reaching a CSR?	After entering the queue but before reaching a CSR.
10	Scope of Work	10.1.4	24	Could AHCCCS provide a list of community service organizations that are partnered with the State in this program?	A list of Health-e-Arizona organizations is provided in the Bidder's Library.
11	Scope of Work	12.2	32	At the demonstration a platform change to .NET was mentioned. Are there any requirements or functionality as a result of the .NET change that are not listed in this section? If so, please provide.	There are no requirements or functional changes related to the VB.Net transition.
12	Scope of Work	5.1, Bullet 4	14	Is there a list of the languages that must be available for oral interpretation by the Customer Service Line staff? Please provide list.	See Round 2, question 28.
13	Scope of Work	5.1, Bullet 4	14	Is there a timeliness metric for the availability of interpreters utilized by the Customer Service Line? If so, please provide the metric.	We do not have timeliness information specifically for this, but interpreters are available 100% of the time for all language translation needs.
14	Scope of Work	12.2, Bullet 7	33	Will the potential changes to ACE information, such as address, be accepted without verification or will such a change require manual verification?	For information on the change process see ACE KidsCare Procedures Manual and KidsCare Eligibility Manual.